

## Troubleshooting

### 1. Cannot find earbuds during Bluetooth pairing

- Make sure the earbuds are not already paired or trying to pair with a nearby device.
- Delete the earbuds under list of previously paired devices on nearby phones or Bluetooth devices.
- If it still fails to show up, delete all previously paired devices stored on your device and try again.

### 2. Cannot pair both left & right earbuds together

- "Reset" earbuds by returning them to the charging case, wait 10 second and take them out again.
- To pair both sides, take both L & R earbuds out of the charging case at the same time.
- If it still fails to pair together, delete the earbuds under list of previously paired devices on your phone or Bluetooth device.

### 3. Earbuds dropping out or disconnecting

- Make sure earbuds are charged.
- Make sure the distance between Bluetooth signal and earbuds is less than 10 meters.
- Prevent excessive obstruction between you and source of Bluetooth signal, such as walls or doors.
- Make sure earbuds are paired together as 1 device, not paired separately.
- Earbuds are paired separately, delete the earbuds from paired device and re-pair again.

## Customer Service






### For FAQ and more information:

<http://www.mbeat.com.au/support>

### Support email:

[support@mbeat.com.au](mailto:support@mbeat.com.au)

### Connect to mbeat:

-  [www.mbeat.com.au](http://www.mbeat.com.au)
-  [support@mbeat.com.au](mailto:support@mbeat.com.au)
-  [mbeat](#)
-  [mbeat\\_australia](#)
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[www.mbeat.com.au](http://www.mbeat.com.au)



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# Welcome Guide

MB-TWS-E1

Thank you for choosing this mbeat® product. Please read the instructions carefully before use. Store this manual in a safe place for future reference.

### Features

- Highly portable and easy to pair
- Comfortable and secure in-ear fit
- High quality sound & auto power on/off
- Up to 4 hours of play time at 60% volume
- Battery case allows additional 14 hours of play
- Simple and intuitive button controls
- Supports iOS & Android

### Specifications

#### EARBUDS

Bluetooth version: 5.0

Input voltage: +3.7V

Battery capacity: 35mAh x2

Play time: 60% volume up to 4h

Additional 14 hours from battery case

Fully charging time: 1 hour

Wireless profile support: HSP/HFP/A2DP/AVRCP

Sensitivity: 96±3dB

#### BATTERY CASE

Capacity: 500mAh

Charging current: +5V/1A

Charging port: Micro USB

Fully charging time: 2 hours

Additional play time: 14 hours

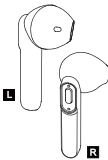
### Package Contents

2 Earbuds (L & R), Battery Case, Manual, Charging Cable

### NOTE:

- \* Device does not come fully charged: please place the earpieces in charging case and connect to power until fully charged.
- \* When pairing for the first time, please ensure to pair both earpieces.

### Operation



**L R**

Single Press:

Play/Pause/Answer/End Call

Hold 2 Seconds:

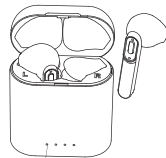
Power On/Rejection/Voice Assistant

Hold 5 Seconds: Power Off

Double Press: Next Track

Triple Press: Previous Track

### BATTERY CASE



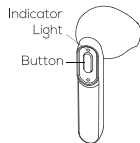
Battery LED Indicator Lights

Charging Time: 2 hour

Charging Status:

Power	LED Indicator
100%	● ● ● ● ●
75%	● ● ● ● ○
50%	● ● ○ ○
25%	● ○ ○ ○

### EARBUDS



When charging:

- Earbuds LED indicator is red
- Battery case LED indicator flashes white

Fully Charged:

Battery case LED stops flashing

Charging Time: Approx. 1 hour

Low Battery:

LED indicator flashes red

### Bluetooth Pairing

1. Place both earbuds into the battery case to switch on. The earbuds are activated when the LED on the earbuds are red.
2. Take the L & R earbuds out of the battery case, the LED indicator will flash red and white, and the two will be automatically connected together. Once connected successfully, one of the earbuds will continue to flash red and white, while the other will slowly blink white; the earbuds are now in pairing mode.
3. Enable your phone's Bluetooth connection and search for the name "MB-TWS-EI", select it to begin pairing. Once paired successfully, the LED indicators will flash white slowly.
4. To use the paired earbuds, simply remove from battery case, the earbuds will automatically power on. Once done, put it back in the battery case, it will begin charging and switch off automatically.